

Tenant Satisfaction Survey

Welcome to the FY2017 Tenant Satisfaction Survey! Thank you for your support and participation in driving improvement to your work environment. Unless noted otherwise, please consider all aspects of your building and workspace environment (e.g., attractiveness of building and grounds, cleanliness, and building management) when answering the questions throughout this survey. If you have any questions, or are experiencing technical difficulties with this survey, please email TSScustomerservice@gsa.gov. Thank you.

Please select the department/agency and bureau you work for.

Department/Agency (1)
Bureau (2)

If you are having trouble finding your Agency or Bureau, please [use this document](#) to search for your Agency or Bureau. If you do not see your Bureau or Component listed in the document, please select your Agency name under Bureau.

Are you a 100% "Virtual" or Remote Employee? ('Virtual/Remote Employee' is a federal worker who teleworks full-time from a location other than a federally-owned or leased building.)

- ☐ Yes (1)
- ☐ No (0)

Please select the state, city, and building you work in.

State/Territory (1)
City (2)
Building (3)

Display This Question:

If "My building is not listed" Is Selected

If your building cannot be found in above list, please provide your address.

Address (1)

Address 2 (2)

City (3)

State (4)

Country (5)

Zip (6)

Additional comments that may help identify your building. (7)

The organization that manages my space is acting in my best interest.

- ☐ Strongly disagree (1)
- ☐ Disagree (2)
- ☐ Neither agree nor disagree (3)
- ☐ Agree (4)
- ☐ Strongly agree (5)
- ☐ Not applicable ()

Please rate your OVERALL level of satisfaction with the building services you receive.

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)

Building and Workspace Environment – Condition: Please rate your level of satisfaction in the past 12 months with your building and workspace environment based on the condition of your facility. Condition of Facility: The condition of the facility relates to the aesthetics and functionality of the building you work in. Factors that affect the condition of a building include how well the building meets your needs, whether the building is in need of repair, and how the building appears to tenants and visitors.

How satisfied are you with the exterior of your building and grounds?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Condition Exterior Neither satisfied nor dissatisfied Is Selected
Or Condition Exterior Somewhat dissatisfied Is Selected
Or Condition Exterior Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ Appearance of building exterior (1)
- ☐ Appearance of landscaping (2)
- ☐ Secondhand smoke at entrances (3)
- ☐ Other (4) _____

How satisfied are you with the appearance of your building's common areas?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Condition Common Areas Neither satisfied nor dissatisfied Is Selected
Or Condition Common Areas Somewhat dissatisfied Is Selected
Or Condition Common Areas Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ Cleanliness of building's common areas (1)
- ☐ Construction in common areas (2)
- ☐ Plumbing issues (e.g., restrooms, water fountains leaking) (3)
- ☐ Condition of paint (4)
- ☐ Pest control management (5)
- ☐ Lighting in common hallways (6)
- ☐ Lighting in common stairwells (7)
- ☐ Inadequate signage (8)
- ☐ Other (9) _____

How satisfied are you with the appearance of the restrooms?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Condition Restrooms Neither satisfied nor dissatisfied Is Selected
Or Condition Restrooms Somewhat dissatisfied Is Selected
Or Condition Restrooms Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ Cleanliness of restrooms (1)
- ☐ Availability of supplies (e.g., toilet paper, paper towels, soap, etc.) (2)
- ☐ Plumbing issues (e.g., toilets, sinks leaking) (3)
- ☐ Fixtures and finishes (4)
- ☐ Aesthetics (5)
- ☐ Odor (6)
- ☐ Ventilation (7)
- ☐ Other (8) _____

How satisfied are you with your personal workspace?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Condition Personal Workspace Neither satisfied nor dissatisfied Is Selected
Or Condition Personal Workspace Somewhat dissatisfied Is Selected
Or Condition Personal Workspace Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ Cleanliness of personal workspace (e.g. vacuuming) (1)
- ☐ Cleanliness of carpets (2)
- ☐ Condition of carpets (3)
- ☐ Condition of paint (4)
- ☐ Other (5) _____

Building and Workspace Environment – Cleanliness: Please rate your level of satisfaction in the past 12 months with your building and workspace environment based on the quality of cleanliness in your facility. Quality of Cleanliness: The quality of cleanliness of a facility relates to the space's sanitation level and neatness.

How satisfied are you with the cleanliness of the building exterior and grounds?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

How satisfied are you with the cleanliness of the building interior common areas?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

How satisfied are you with the cleanliness of the restrooms/toilets you use?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

How satisfied are you with the cleanliness of your personal workspace?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Elevators and Meeting Spaces: Please rate your level of satisfaction in the past 12 months with the elevators and meeting spaces in your building.

How satisfied are you with the elevators in your building?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

How satisfied are you with your ability to book meeting spaces when you need them?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Workspace Comfort: Please rate your level of satisfaction in the past 12 months with your personal workspace comfort.

How satisfied are you with the temperature in your building?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Temperature Neither satisfied nor dissatisfied Is Selected
Or Temperature Somewhat dissatisfied Is Selected
Or Temperature Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.
Select all that apply.

- ☐ Building is too hot (1)
- ☐ Building is too cold (2)
- ☐ Temperatures are inconsistent (3)
- ☐ Other (4) _____

How satisfied are you with the air quality in your building?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Air Quality Neither satisfied nor dissatisfied Is Selected

Or Air Quality Somewhat dissatisfied Is Selected

Or Air Quality Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ Odor (1)
- ☐ Ventilation (2)
- ☐ Other (3) _____

How satisfied are you with the amount of light in your workspace?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Light Neither satisfied nor dissatisfied Is Selected

Or Light Somewhat dissatisfied Is Selected

Or Light Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ Inadequate lighting in personal workspace (1)
- ☐ Inadequate lighting in building's common areas (2)
- ☐ Lights are too bright in personal workspace (3)
- ☐ Lights are too bright in building's common areas (4)
- ☐ Other (5) _____

How satisfied are you with the noise levels in your workspace?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Display This Question:

If Noise Neither satisfied nor dissatisfied Is Selected

Or Noise Somewhat dissatisfied Is Selected

Or Noise Extremely dissatisfied Is Selected

Please indicate which of the following factors influenced your answer to the previous question.

Select all that apply.

- ☐ HVAC volume (1)
- ☐ Noise from adjacent personal workspace (2)
- ☐ Noise from adjacent office spaces (3)
- ☐ Noise from building exterior (e.g., construction, trains, traffic, airplanes) (4)
- ☐ Other (5) _____

Building Management: Please indicate your knowledge of issue escalation within your building.

Do you know who to contact if you notice an issue in your building?

- ☐ Yes (1)
- ☐ No (0)

Do you know how to get an issue corrected in your building?

- ☐ Yes (1)
- ☐ No (0)

Building Security: Please rate your level of satisfaction in the past 12 months with the security in your building.

How satisfied are you with the security presence and measures in your building?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

How satisfied are you with the professionalism of the Federal Protective Service officers and security personnel?

- ☐ Extremely dissatisfied (1)
- ☐ Somewhat dissatisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Somewhat satisfied (4)
- ☐ Extremely satisfied (5)
- ☐ Not applicable ()

Which of the following best describes your personal workspace?

- ☐ An enclosed single-person office (1)
- ☐ An enclosed multi-person office (2)
- ☐ A workstation with partitions that most people cannot see over when standing (3)
- ☐ A workstation with partitions that most people cannot see over when seated (4)
- ☐ A workstation with partitions that most people can see over when seated (5)
- ☐ Open workspace with no partitions (6)
- ☐ I don't have an assigned workspace (7)
- ☐ Other (8) _____

Please provide any additional comments concerning your overall satisfaction.